**IT Applications Unit 3, AOS 1, Online Communities**

Complete the following, from Chapter 2, Problem-solving Methodology, pgs, 60-80

**Problem-solving Methodology: 4 Stages**

**Analyse**

**Design**

**Development**

**Evaluate**

**Case Study:**

**Indigenous Language Trust, (ILT)**

Using the case study, ILT complete the following:

**Analysis of the problem**

This stage involves the following three steps:

1. **Determining the solution requirements**
2. What needs to be established?

An explanation of the question “What is the problem” giving you what the problem is and the requirement’s to fix this problem.

1. How is the problem best defined?

Best defined in a simple problem statement.

1. The aim of problem analysis is to ensure that the problem is clear enough to effectively analyse it and efficiently solve it. Define these two terms, efficiency and effectiveness.

Efficiency is related to , time costs and effort used to produce the solution.

Effectiveness is the quality, relevancy, timeliness and clarity of the product.

1. What type of organisation is the ILT?

It is a non for profit community group aimed at preserving and developing indigenous language in Australia.

1. In your own words, define the problem for ILT.

All there information is different at every location of a ILT and to share that information is very difficult due to the amount of information that must be shared in a way that is not very effective or efficient.

1. Identifying data and information needed for the solution, p 62;
   1. Need to identify where data is coming from for online community – inside or outside

Inside, because for the information to be outside the people who provided the data would have nothing to do with the site prior.

* 1. In the ILT case study what is the information needed for the solution?

Contacts, Policy Documents, Documentation Regarding local history, Information regarding national cultural heritage.

1. Identifying the functions needed for the online community solution, p 63
   1. The functions needed for online communities can be separated into 2 distinct categories,
      * how the solution functions and
      * attributes of the solution. List the characteristics of each of these.

Do we need to broadcast information, Do we need to exchange information, do we need to store our knowledge in a central location

How user friendly dose the solution have to be.

1. What are the functions of the ILT website solution?

To broadcast information to the community,

1. **Identify the constraints on the solution, p 64**
   1. List the technical and non-technical constraints.

Cost, processing power, Bandwidth.

* 1. What are the constraints on the ILT solution?

Cultural constrains

1. **Determine the scope of the solution, p 66**
   1. What needs to be considered in the scope of the solution?

Consider benefits of the solution on efficiency and effectiveness

* 1. In the ILT case study list the benefits or the scope of the solution in terms of
     1. Efficiency and

Reduce time of access and exchange information, reduce costs as workers in different offices can access information centrally

* + 1. Effectiveness

Improved quality of decision making due to collaborative nature of information exchange.

information using the collaborative tools by online community will be more complete